

State Enhanced 9-1-1

Advisory Committee

Meeting Minutes

September 15, 2005

Members Present:

Chair, Chris Fischer, *Association of Public Safety Communications Officials*
Dan Aycock, *Member at Large*
Dave Carlberg, *Washington State Association of Fire Chiefs*
Joseph Coultman, *Fire Protection Policy Board*
Jack Cvitanovic, *Department of Health*
Marlys Davis, *King County*
Dick Dickinson, *Wireless*
Stephanie Fritts, *Rural Counties - West*
Jon Kaino, *Washington State Association of Counties - West*
Marty Knorr, *Washington State Patrol (WSP)*
Steve Lich, *Washington Fire Commissioners Association*
Chris Mace, *Washington Association of Sheriff's and Police Chiefs*
Jeanne Massingham, *Washington State Emergency Management Association (WSEMA)*
Lorlee Mizell, *Urban Counties - East*
Jim Quackenbush, *National Emergency Number Association (NENA)*
Eric Torgeson, *k Verizon*
Markus Volke, *Qwest*

Alternate Members Present:

Keith Flewelling, *Urban Counties - West*
Brad Miller, *Washington State Association of Counties - East*
Steve Reinke, *Rural Counties - East*
Bob Williamson, *Washington Utilities and Transportation Commission (WUTC)*

Guests Present:

Pam Boad (*Mason*), Kate Rico (*Lewis*), Kathy Miller (*Qwest*), Sophia Byrd (*Association of Counties*), Jerry Foree (*Qwest*), Deborah Minter (*Walla Walla*), Pam Seiber (*Snohomish*), Paul Binder (*T-Mobile*), Randy Ruesga (*Vonage*), Joannie Bjorge (*Wahkiakum*) and Bob Currier (*Intrado*).

County Coordinators Present:

Kellie Ottmar (*Adams*), Dan Hally (*Asotin*), Wendy Perry (*Chelan*), Naomi Riggins (*Clallam*), **Keith Flewelling** (*Clark*), Roger Trump (*Columbia*), Denise King (*Douglas*), Rose Parr (*Ferry*), Virginia Boyd (*Garfield*), Mary Allen (*Grant*), Peggy Fouts (*Grays Harbor*), Tom Shaughnesy (*Island*), Donna Hamlin (*Jefferson*), **Marlys Davis** (*King*), Richard Kirton (*Kitsap*), **Steve Reinke** (*Kittitas*), Shirley Chapple (*Klickitat*), Michael Strozyk (*Lewis*), DeeAnn Edwards (*Lincoln*), **Stephanie Fritts** (*Pacific*), Jim Ricks (*San Juan*), Dave Cox (*Skamania*), Frith Sellers (*Snohomish*), Debby McCanna (*Stevens*), **Jim Quackenbush** (*Thurston*), Dan Bardsley (*Wahkiakum*), and **Dan Aycock** (*Walla Walla*).

State Office Staff Present:

Bob Oenning, Bruce Baardson, David Irwin, William Boyd, Lorri Gifford and Teresa Lewis.

Welcome and Introductions:

Chris Fischer called the meeting to order at 9:30 a.m. Members and guests introduced themselves.

Review and Approval of the Minutes (July 21, 2005): Jim Quackenbush motioned to approve the minutes from the July 21, 2005 meeting as amended. Dan Aycock seconded the motion. The motion carried. There were two corrections. Page three, first paragraph, first sentence, remove 'on the NENA defined i2 technology'. On page two, second paragraph, fourth sentence, define what 'nexus' means (to have a presence)

Old Business:

10-digit Emergency Number PSAP – Bob announced the PSAP list is complete and the State Office has received one request for the list, to date. Bob explained how the registration for the list works. When a service provider contacts the State Office to request the list, they must first provide local contact information, service being provided, and areas being served. Once that information is received, the list is provided to the service provider. Every time there is a new request and/or changes to any contact information, the updated service provider list will be provided to the counties. A question was asked whether the service providers were being directed to keep the PSAP list confidential. The answer is yes.'

MSAG & Service provider working errors to ensure MSAG accuracy – Bob Oenning explained that meetings have been held at the WUTC, discussing how carriers process the address changes and the number of errors that have not been addressed. Marlys Davis referred to the *Qwest – PSAP ANI/ALI error referral flow based on 911 call issues [ENCL 1]* to included *Recommended MSAG Coordinator Steps for ANI/ALI error resolution, Example of Memo provided to each LEC – 6/10/05, Example of Memo sent to All LEC's, and an Example of a letter being sent to PS/ALI LEC's*. Marlys explained how the proposed process would work to ensure that errors are corrected in a more timely manner. *A request was made for training to be given on this process at a future Coordinator Forum, specifically the June forum. A request was made to have the State Office compile a database of ALI contacts for the carriers. The WUTC already has a list of the Regulatory contacts, so that is a place to start, with help from Intrado to add contact phone numbers. The proposed new process from King County is their attempt to assure necessary follow-up on error corrections.*

Marlys Davis referred to the service order process, *LEC – CLEC – PS/ALI service order and ALI update current process and proposed process [ENCL 2]* including an email from Jerry Foree, *Qwest – REVISION 9-14-05: DATA RESULTS: WA MSAG REQUEST FROM TELCO'S 9-14-05, MSAG Request from TELCOs by County – Qwest Service Area spreadsheet, and another spreadsheet titled Week of September 5th, 2005*. Discussion ensued. Comments were made by county coordinators that the level of service from Intrado has dropped dramatically in the last year. *Jeanne Massingham requested the process of reporting ALI errors, be taken to the County Coordinator Forum for resolution. She suggested that the results be brought back to the Advisory Committee, with follow up training at a future Coordinator Forum for the County and MSAG Coordinators.* Discussion ensued. The *WUTC UT-050559 ALI Update/Error Report for August 2005 [ENCL 3]* was referenced during the discussion.

SUBCOMMITTEE REPORTS:

Wireless – Marlys Davis, King County:

ICE Program (In Case of an Emergency) - This program places an entry in a cell phone labeled ICE with an emergency contact phone number. King County Government is interested in getting this program started in their area. Marlys took the program idea to the Wireless Workgroup and the Wireless carriers. The Wireless carriers had some legitimate concerns/issues regarding this program. Marlys put together the concerns/issues into a document *[ENCL 4] Washington State E-911 Advisory Committee Wireless Workgroup September 8, 2005, ICE Program Issues*. This document has been routed through the chain-of-command through the King County government to let them know the concerns/issues raised.

FCC Report – William Boyd of the State E911 Office presented the FCC report for September 15, 2005 [ENCL 5] and the Voice over Internet Protocol Report (VoIP) report for September 15, 2005 [ENCL 6].

Phase I & II Service Agreements – Marlys Davis has not received a response from Cingular's attorney at this time concerning the newly combined AT&T/Cingular Service Agreements and the language changes. Sprint/Nextel merger counties may continue to use both agreements independently.

Cost Recovery – Marlys Davis reported that the State Office received only four signed contracts from wireless carriers for cost recovery, for a total of less than \$2 million being paid out to the carriers. The other carriers stated that either they did not want the cost recovery monies or did not like the language of the contract so refused to sign.

Marlys Davis reported the State Office has created a spreadsheet with Phase I [ENCL 7], Phase II [ENCL 8] and Service Agreements combined on one page [ENCL 9]. The counties were asked to inform the State Office when a new wireless carrier offers service in their county. Information updates should be forwarded to Blessing Guillermo of the State E911 Office by email to B.Guillermo@emd.wa.gov. This information may also be accessed on the state's website located at: <http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>.

VoIP Service Agreements – Marlys Davis reported that King County has amended the language in service agreements with CLEC's to include VoIP, since most of the CLEC's will be providing VoIP services. The amended language is still with the King County Prosecutor's Office for review.

Northern 911 in Canada – Marlys reported that Vonage and TCS are default-routing VoIP 911 calls to Northern 911 in Canada and there are training issues of when the calls are routed back to the proper PSAP.

VoIP – Marlys Davis referred to [ENCL 10] *VoIP Shell Record and ESN Display for Washington State*. Marlys Davis and Jerry Foree discussed having a standard shell record and ALI display for VoIP calls. Jerry Foree also provided a *Draft Document of Washington State – Qwest Master VoIP ESN Assignments* [ENCL 11]. Marlys asked if anyone had any comments regarding these proposed standards. Discussion ensued. *Dan Aycock motioned to accept the proposed VoIP Shell Record display #1 and the proposed VoIP ESN display #1 on enclosure number nine as the standard for the State of Washington, and to work with the other companies to ensure their data is similar to that of the proposed shell and ESN display being proposed. Jim Quackenbush seconded the motion.* Discussion ensued. Marlys Davis clarified that Verizon and Sprint have a different format, but that it could be worked through to be able to apply similar elements with the same information for a statewide standard for all companies. *The motion carried.*

Policy Workgroup – Peggy Fouts, Grays Harbor County:

Peggy Fouts presented the *Below the Line Funds Distribution Policy* [ENCL 12] and the *State E911 Advisory Committee FY06 Policy Review Subcommittee presentation* [ENCL 13]. **Jim Quackenbush motioned to accept the Below the Line Funds Distribution Policy as presented. Stephanie Fritts seconded. The motion carried.**

STATE OFFICE REPORTS:

Financial Status:

Bruce Baardson reported the State Office is currently working on closing out the FY05 contracts and payments. Since the FY06 contracts have not been completed yet, the usual slides and handouts are not available at this time. Instead Bruce referred to [ENCL 14] *E911 Appropriation 2003-2005 Biennium*. Bruce announced that almost every county in the State of Washington will be receiving up to an addition \$280,000 based on eligibility. Bruce stated that a total of **\$487,068** would be distributed for carrier cost recovery to the four wireless carriers that have signed contracts with the State Office. Bruce also announced that there has been a change in the Coordinator Forum Attendance policy. He shared that for reimbursement purposes, three persons are now allowed to attend each forum.

Legislative Issues:

Bob Oenning reported that the Washington Military Department (WMD) has requested the continuance of the E911 Advisory Committee. The Advisory Committee is to sunset on December 31, 2006. It is not known if this will be Governor sponsored or agency sponsored legislation. A placeholder was also sent forward noting the potential for VoIP legislation.

New Business:

Advisory Committee housekeeping – Bob Oenning presented the E911 Advisory Committee meeting calendar for 2006 [ENCL 15]. ***Jon Kaino motioned to combine the June and July meeting and have it take place on July 13 and the wireless workgroup meeting on July 6. Stephanie Fritts seconded. The motion carried.*** The Wireless workgroup meeting starts at 9:30 a.m. not 9:00 a.m. The October AC meeting was missing from the calendar and will be held on the 19 October.

2006 Advisory Committee Chair & Vice-Chair Nominations – Chris Fischer opened the floor for nominations. Jon Kaino nominated to continue with the existing chair and vice-chair. No other nominations were entered.

VoIP & E911 presentation from Bob Currier, Government Affairs Liaison, Intrado and Dick Dickinson, Director, Public Safety, TeleCommunications Systems (TCS) – [ENCL 16]. Both Intrado and TCS stated that they would provide contact phone numbers for both Northern Communications and ACRC. Discussion ensued following presentation.

Randy Ruesga, *Vonage* addressed the Advisory Committee. He introduced himself and talked a little about what he is doing to work with the counties to ensure a good working relationship with the counties. Randy stated that he would be presenting at the October Coordinator forum in Silverdale, Washington.

***The next E911 Advisory Committee meeting is set for THURSDAY, OCTOBER 20, 2005 at
THE RADISSON SEATAC HOTEL.***

ACTION ITEMS from September 15, 2005 meeting:

- ***Jim Quackenbush motioned to approve the minutes from the July 21, 2005 meeting as amended. Dan Aycock seconded the motion. The motion carried.***
- *There was a request for training to be given on this process at a Coordinator Forum, during the June forum (PSAP ANI/ALI error referral flow).*
- *There was a request to have the State Office comprise a database of ALI contacts for the counties. The WUTC already has a list of the Regulatory contacts, so that is a place to start, with help from Intrado to add contact phone numbers. The proposed new process from King County is their attempt to assure necessary follow-up on error corrections.*
- *Jeanne Massingham requested the process of reporting ALI errors, be taken to the County Coordinator Forum for resolution. She suggested that the results be brought back to the Advisory Committee, with follow up training at a future Coordinator Forum for the County and MSAG Coordinators.*
- ***Dan Aycock motioned to accept the proposed VoIP Shell Record display #1 and the proposed VoIP ESN display #1 on enclosure number nine as the standard for the State of Washington, and to work with the other companies to ensure their data is similar to that of the proposed shell and ESN display being proposed. Jim Quackenbush seconded the motion. The motion carried.***
- ***Jim Quackenbush motioned to accept the Below the Line Funds Distribution Policy as presented. Stephanie Fritts seconded. The motion carried.***
- ***Jon Kaino motioned to combine the June and July meetings and have it take place on July 13 and the wireless workgroup meeting on July 6. Stephanie Fritts seconded. The motion carried.***
- *Both Intrado and TCS stated that they would provide contact phone numbers for both Northern Communications and ACRC. (completed - emailed on September 21, 2005)*

ACTION ITEMS from July 21, 2005 meeting:

- *A request was made for a cover letter to be attached to the service agreements designating personnel who have reviewed these agreements (attorney's, AAG's, etc.) and to explain the implications for those counties that do not sign the service agreements. Marlys Davis and Bob Oenning will get this note added to the E911 Web page. (currently being worked on by the State Office)*
- ◆ *It was requested the State Office provide a copy of the Frame Relay contract that has a list of the components that are suppose to be included. (State Office will compile list once installation is completed)*
- ◆ *The State Office is updating the Federal Communications Commission (FCC) PSAP Registry. (First set of corrections sent to the FCC on August 5, 2005. William contacted the counties that information was incorrect and informed them that they can either send corrections to him for forwarding or they can send the corrections directly to the FCC.)*
- ◆ *The State Office will obtain a legal opinion from the AAG and send it out for the county prosecutor' review, to determine whether counties can also accept the VoIP revenue. (The State office has been advised by Department of Revenue that such a tax questions should be taken to the county prosecutor since the statutes treat county differently from state.)*
- ◆ *The State Office is waiting for the regionalization WAC to come back from the Attorney General's Office. (Once the completed WAC has been received, the State Office will begin the process for WAC adoption.)*